



99V.232  
R

NO.: 00-C-06  
NON-COMPLIANCE

DATE: August, 1999

GROUP: BDRE

## PRODUCT CAMPAIGN BULLETIN

**SUBJECT:** INSPECTION AND INSTALLATION OF REAR BUMPER IMPACT BAR UPPER ATTACHMENT NUTS AND LOWER ATTACHMENT BOLTS (IF NECESSARY)

**YEAR and MODEL:** 2000 SATURN S-SERIES COUPES AND SEDANS

**TO:** ALL SATURN RETAILERS and AUTHORIZED SERVICE PROVIDERS

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonably equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the owner letter, the owners are being instructed to contact the Saturn Customer Assistance Center if their Retailer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, owners are instructed on how to contact the National Highway Traffic Safety Administration.

### DEFECT INVOLVED

Saturn has decided that certain 2000 model year S-Series vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Regulation 581, "Bumper Standard." These vehicles were produced with rear bumper fasteners that may be loose or missing. If the bumper fasteners are loose or missing, the rear bumper may not absorb energy as it was designed to do in the event of a rear end collision.

SATURN bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your SATURN Retailer for information on whether your vehicle may benefit from the information.

## **VEHICLES INVOLVED**

Only selected 2000 model year S-Series Saturn vehicles within the VIN range YZ100441 – YZ108000 will require this campaign. A VIN listing of the involved vehicles is included in this bulletin for your reference.

You must verify campaign involvement through your AS400 system, or with the listing attached to this bulletin. *It is important to note that campaign claims will only be paid on involved vehicles.*

## **OWNER NOTIFICATION**

Owners of all involved vehicles will be notified of this campaign by Saturn. (Refer to the owner letter included in this bulletin.)

## **FACILITY VIN LISTING**

A list of vehicles assigned to you (*Facility VIN Listing*), which our records indicate were sold by or shipped to you, (or are located in close proximity to your facility) is enclosed.

This listing contains:

- Owner's name with address and telephone number;
- Complete vehicle identification number (VIN); and
- VINs of vehicles which, according to Saturn records, are in route to your Retailer or already in retail stock.

The *Facility VIN Listing* (with owner information) is furnished to involved Retailers with the Product Campaign Bulletin. Although these vehicles are assigned to your facility, it is important to note that owners may elect to have their vehicle serviced at the Saturn Retail Facility of their choice.

Those Retailers not involved initially in this campaign will receive a message at the top of a blank *Facility VIN Listing* that states: ***NO VEHICLES ASSIGNED AT THIS TIME FOR CAMPAIGN 00C06.***

These listings may contain owner names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of the law in several states. Accordingly, you are urged to limit the use of this listing to the follow up necessary to complete this campaign. Those records updated with California DMV registration information will have the following message printed adjacent to the appropriate VIN: **"OWNER INFORMATION UPDATED BY CALIFORNIA DMV; PUBLICATION PROHIBITED."**

## **RETAILER RESPONSIBILITY**

All unsold vehicles in Retailers' possession and subject to this campaign must be held at the retail facility and repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles.

Retailers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your vehicle inventory are to be contacted by the Retailer and arrangements made to make the required correction according to the procedure contained in this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your retail facility for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

### **TRANSFER OF CAMPAIGN RESPONSIBILITY**

Saturn vehicles that have been sold by you, which may be closer in proximity to another Saturn Retailer, may still appear on your Facility VIN Listing. If either you or the vehicle owner determines that it is more desirable for a vehicle on your Facility VIN Listing to be serviced by another Saturn Retailer, or if the customer's address has recently changed, campaign responsibility may be transferred by completing the following:

- Submit a Campaign Vehicle Action Report to your Customer Assistance Manager (CAM) at the Saturn Customer Assistance Center.

**OR**

- Submit an update in owner information to the Saturn Owner of Record system, via **SERVICELINE XL**, for Saturn Customer Assistance Center review and approval.

A copy of the Campaign Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # 80397050). All changes to campaign responsibility will be reflected in your next Unfixed VIN Report.

All other changes in vehicle status (e.g., scrapped, stolen, etc.) are to be made in accordance with section 4.4.3 of the *Retailer Service Reference Guide*, "Notifying Saturn of Vehicle Status Change."



## CAMPAIGN VEHICLE ACTION REPORT

VIN: \_\_\_\_\_  
CAMPAIGN NO(S): \_\_\_\_\_  
FACILITY CODE: \_\_\_\_\_

### CHANGE VEHICLE STATUS TO (PLACE AND [X] IN THE APPROPRIATE SPACE):

<input type="checkbox"/> VEHICLE STOLEN	VEHICLE STOLEN: _____
<input type="checkbox"/> VEHICLE SCRAPPED	POLICE RPT NO: _____
<input type="checkbox"/> OWNER UNRESPONSIVE/UNREACHABLE	DATE SCRAPPED: _____
<input type="checkbox"/> VEHICLE TRADED TO:	SUPPORTING DOCUMENTATION: _____
RETAILERS NAME: _____	RETAILER CODE: _____
<input type="checkbox"/> VEHICLE EXPORTED	EXPORT DEST.: _____

### CHANGE OF OWNERSHIP INFORMATION:

\_\_\_\_\_  
(OWNER FIRST NAME) (LAST NAME)  
\_\_\_\_\_  
(STREET ADDRESS)  
\_\_\_\_\_  
(CITY, STATE/COUNTRY, ZIP CODE)

### COMMENTS:

THE ABOVE INFORMATION IS, TO THE BEST OF MY KNOWLEDGE, ACCURATE AND COMPLETE AS SHOWN, IN ACCORDANCE WITH THE CAMPAIGN REPORTING REQUIREMENTS UNDER FEDERAL MOTOR VEHICLE SAFETY STANDARDS.

\_\_\_\_\_  
(AUTHORIZED RETAIL REPRESENTATIVE, TITLE)

\_\_\_\_\_  
(CUSTOMER ASSISTANCE  
MANAGER or DESIGNEE)

CUSTOMER ASSISTANCE MANAGER APPROVAL (YES/NO) \_\_\_\_\_

IF NO, REASON: \_\_\_\_\_

WHEN COMPLETE:  
RETAILER: SEND TO CUSTOMER ASSISTANCE MANAGER:  
SATURN CUSTOMER ASSISTANCE CENTER  
100 SATURN PARKWAY - MAIL DROP S-24  
SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO CAMPAIGN COMPLIANCE COORDINATOR:  
SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

803 97050

### **PARTS INFORMATION**

1. A pre-shipment of fasteners required to perform this campaign has been automatically sent to you from Saturn Service Parts Operations (SSPO). These initial shipments are to aid the Retailer in campaign preparation and ensure minimal customer inconvenience.
2. Should additional parts be required, please order as needed.
3. **Required Parts:**

<b><u>Part Number</u></b>	<b><u>Description</u></b>	<b><u>Quantity Required Per Vehicle</u></b>
21110715	Bolt/Screw – RR Bpr Imp Bar (Coupe)	4 (Coupe Only)
11516175	Bolt/Screw – RR Bpr Imp Bar (Sedan)	4 (Sedan Only)
11505356	Nut – All	4

### **SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION**

As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

It is imperative that every effort is made to accommodate the affected owners. Additionally, priority should be given to customer vehicles over retail inventory vehicles. If you have any questions, please coordinate with the Saturn Customer Assistance Center to help ensure customer satisfaction.

## **SERVICE PROCEDURE**

### **REAR BUMPER IMPACT BAR FASTENER INSPECTIONS**

1. Raise rear compartment lid.
2. Pull rear compartment carpeting back at rear edge and inspect for impact bar upper attaching nuts (two on each side).

- If all four nuts are present, perform the following:

- a. Use a torque wrench to torque all four rear bumper impact bar upper attaching nuts.

Torque: Coupe 25 N•m (19 ft-lbs)  
Sedan 30 N•m (22 ft-lbs)

- b. Continue with step 3.

- If any nuts are not present, perform the following:

- a. Obtain service replacement nut(s):  
Coupe (P/N 11505356)  
Sedan (P/N 11505356)

- b. Install missing rear bumper impact bar upper attaching nut(s).

- c. Use a torque wrench to torque all four rear bumper impact bar upper attaching nuts.

Torque: Coupe 25 N•m (19 ft-lbs)  
Sedan 30 N•m (22 ft-lbs)

- d. Continue with step 3.

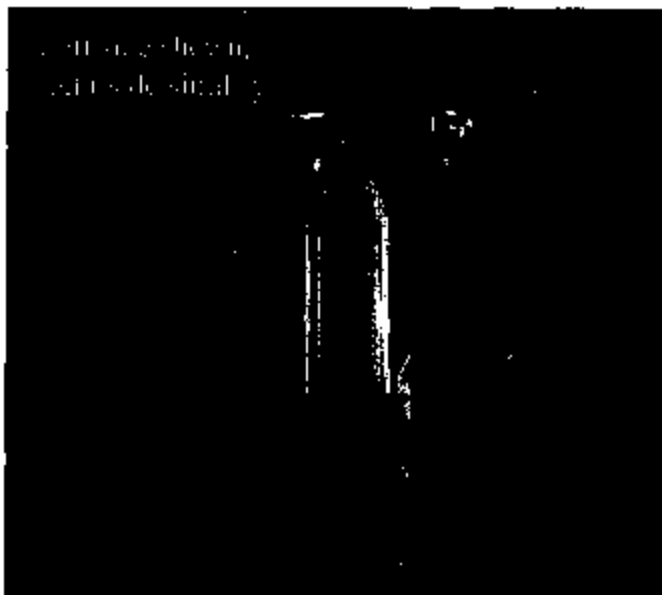
3. Under rear of vehicle, look behind rear fascia and inspect for rear bumper impact bar lower attaching bolt tips. There are two bolts on each side and these bolt tips can be found in the following areas:

Right side – protruding through spaceframe  
above muffler tailpipe

Left side – protruding through recovery bracket

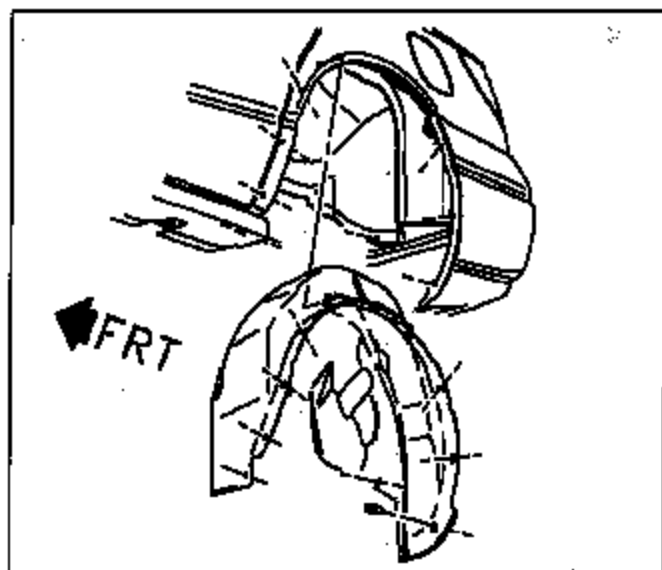
- If all four bolts are present, proceed to step 4.
- If any bolts are not present, proceed to **REAR BUMPER BAR LOWER ATTACHING BOLT PROCEDURE** in this bulletin.

4. Reposition rear compartment carpet and close rear compartment lid.



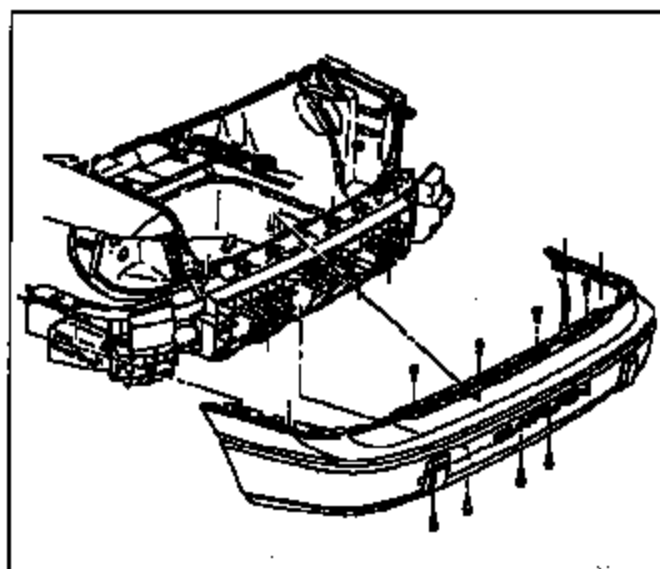
**REAR BUMPER IMPACT BAR LOWER  
ATTACHING BOLT PROCEDURE**

1. Obtain service replacement bolt(s):
  - Coupe Bolt(s) (P/N 21110715)
  - Sedan Bolt(s) (P/N 11516175)
2. Remove plastic retainers from rear bumper fascia filler.
3. Remove rear fascia lower plastic retainers at bottom of impact bar.
4. Remove wheelhouse liner fasteners that attach to rear fascia.
  - Retained by screws on Coupe.
  - Retained by plastic retainers on Sedan.

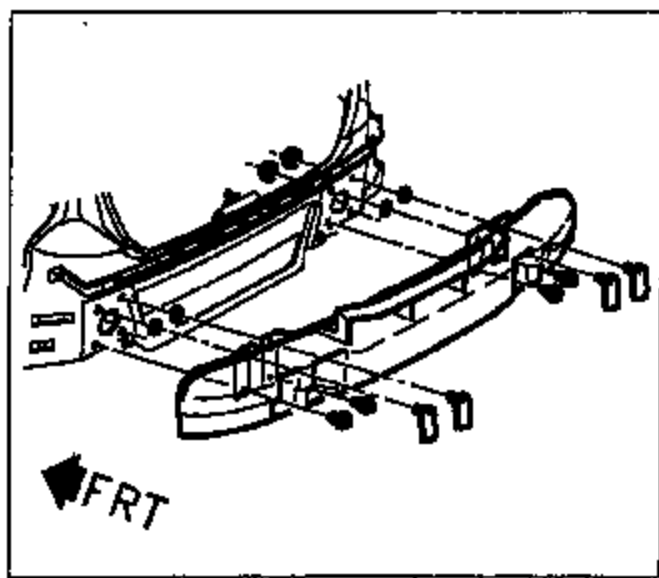


8N0EP03745AC1

5. Remove rear fascia:
  - a. Slide fascia rearward to disengage rear fascia-to-quarter panel shoulder bolts.
  - b. On Coupes, also disengage rear fascia-to-quarter panel sliding retainers.



8N0EP01286AA1

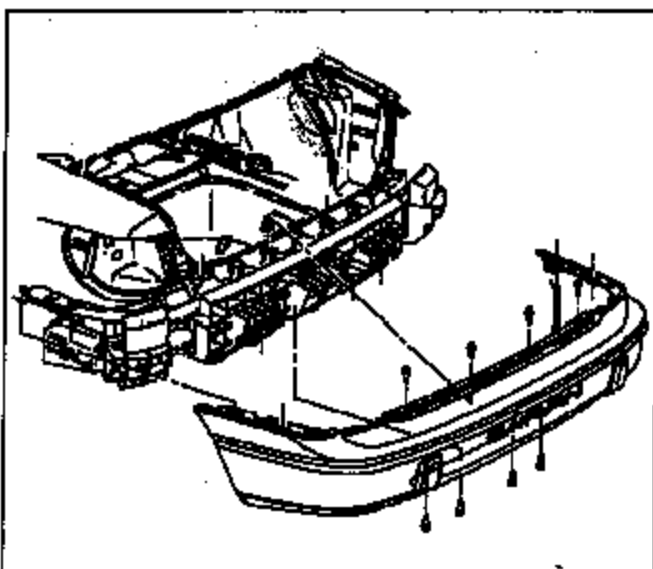


5MCEP00563AA

6. Install and torque missing rear bumper impact bar lower attaching bolt(s).

Torque: Coupe 25 N•m (19 ft–lbs)

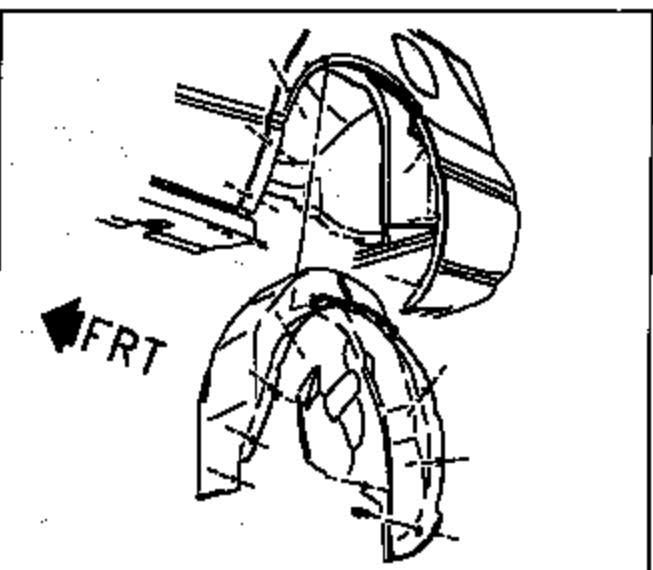
Sedan 30 N•m (22 ft–lbs)



5MCEP0128AA1

**IMPORTANT:** On Coupes, make sure quarter panel sliding retainers are engaged under fascia.

7. Install rear fascia:
- Install rear fascia over impact bar.
  - On Coupes, engage rear fascia-to-quarter panel sliding retainers.
  - Engage rear fascia ends (key slots) over shoulder bolts extending down from quarter panel.
  - Push fascia forward to lock rear fascia-to-quarter panel shoulder bolts.



5MCEP62745AC1

8. Install wheelhouse liner fasteners that attach to rear fascia.
- Retained by screws on Coupe.
  - Retained by plastic retainers on Sedan.
9. Install rear fascia lower plastic retainers at bottom of impact bar.
10. Install plastic retainers in rear bumper fascia filler.
11. Reposition rear compartment carpet and close rear compartment lid.

## **CAMPAIGN COMPLETION LABEL**

Upon completion of the campaign, a *Campaign Completion Label* and a *Clear Protective Cover* should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the campaign number (00C06) and the five (5) digit facility code of the Retailer performing the campaign service.



As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item # S03 00013A for the *Campaign Completion Label*, and Item #S03 00013B for the *Clear Protective Cover*).

## CREDIT

- To receive credit for inspecting rear bumper impact bar upper and lower fasteners, checking torque of upper fasteners, and installing fasteners (if necessary), submit a claim with the information below:

<b>Repair Performed</b>	<b>Failed Part No.</b>	<b>Parts Allow.</b>	<b>Sale Type</b>	<b>Case Type</b>	<b>Labor On</b>	<b>Labor Hours</b>	<b>Admin. Hours**</b>
Inspect All Rear Bump- er Impact Bar Fasteners and Check Torque of Upper Fasteners	N/A	*	WC	VC	V0384	0.2	0.1

### Add:

A. To install upper nut(s)	11505356					0.1	
B. To install lower bolt(s)	21110715 (Coupe) or 11216175 (Sedan)					0.3	
C. To install upper nut(s) and lower bolt(s)	11505356 21110715 (Coupe) or 11505356 11216175 (Sedan)					0.3	

- To receive credit for loaner/rental car costs incurred while owner awaits campaign repair or other goodwill expenses, submit a claim with the information below:

<b>Repair Performed</b>	<b>Sale Type</b>	<b>Case Type</b>	<b>Labor On</b>	<b>Net Item Amount</b>	<b>Net Item Code</b>	<b># Days Rental</b>
Loaner Reimbursement	WC	VC	Z4056	***	C	****
Other/Goodwill	WC	VC	Z4057	***	R	N/A

- Retailers are empowered to use good judgement regarding loaner/rental cars or any other goodwill expenses deemed necessary. It will not be necessary to call the Saturn Customer Assistance Center for authorization of goodwill. The Goodwill Worksheet (printed towards the back of this bulletin) must be used to document goodwill expenses. The completed Goodwill Worksheet must be attached to the hard copy of the CSO. Retailers are to make sufficient copies of the blank Goodwill Worksheet to document goodwill expenses.
- Check your Saturn **SERVICELINE.XL** Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.
- All labor operations claimed in this bulletin must be submitted on individual (unrelated) CSO lines. Refer to the Customer Service Order Preparation Manual for details on Product Campaign Claim Submission.

- \* This parts allowance should be the sum total of the current SSPO Retailer net price plus 30% of all parts required for the repair
- \*\* Campaign administrative allowance
- \*\*\* Net amount must be submitted as a miscellaneous sale...Loaner reimbursement not to exceed \$30/day.
- \*\*\*\* Enter number of days vehicle was rented ... Not to exceed 1 day.

**LIST OF INVOLVED VEHICLES WITHIN VIN RANGE**

YZ100441	YZ101311	YZ103534	YZ103657	YZ103811	YZ103932	YZ104021
YZ100478	YZ101323	YZ103536	YZ103660	YZ103812	YZ103935	YZ104022
YZ100487	YZ101336	YZ103537	YZ103661	YZ103813	YZ103936	YZ104023
YZ100491	YZ101338	YZ103539	YZ103668	YZ103836	YZ103937	YZ104024
YZ100495	YZ101349	YZ103540	YZ103669	YZ103837	YZ103939	YZ104025
YZ100517	YZ101398	YZ103541	YZ103670	YZ103840	YZ103940	YZ104029
YZ100566	YZ101417	YZ103544	YZ103672	YZ103841	YZ103946	YZ104030
YZ100572	YZ101427	YZ103545	YZ103673	YZ103842	YZ103947	YZ104031
YZ100582	YZ101488	YZ103553	YZ103674	YZ103843	YZ103948	YZ104032
YZ100591	YZ101534	YZ103561	YZ103675	YZ103844	YZ103950	YZ104033
YZ100622	YZ101564	YZ103562	YZ103676	YZ103845	YZ103952	YZ104034
YZ100642	YZ101568	YZ103563	YZ103678	YZ103846	YZ103953	YZ104035
YZ100682	YZ101574	YZ103575	YZ103679	YZ103847	YZ103954	YZ104036
YZ100700	YZ101586	YZ103576	YZ103680	YZ103848	YZ103957	YZ104037
YZ100704	YZ101684	YZ103579	YZ103681	YZ103851	YZ103958	YZ104044
YZ100751	YZ101687	YZ103580	YZ103682	YZ103854	YZ103959	YZ104045
YZ100765	YZ101714	YZ103583	YZ103683	YZ103856	YZ103960	YZ104046
YZ100777	YZ101716	YZ103584	YZ103686	YZ103867	YZ103963	YZ104047
YZ100792	YZ101758	YZ103587	YZ103687	YZ103877	YZ103964	YZ104048
YZ100796	YZ101765	YZ103588	YZ103688	YZ103882	YZ103967	YZ104049
YZ100806	YZ101785	YZ103589	YZ103689	YZ103884	YZ103968	YZ104050
YZ100812	YZ101798	YZ103590	YZ103690	YZ103885	YZ103970	YZ104051
YZ100838	YZ101811	YZ103592	YZ103693	YZ103886	YZ103971	YZ104052
YZ100843	YZ101875	YZ103594	YZ103694	YZ103887	YZ103972	YZ104053
YZ100904	YZ101883	YZ103595	YZ103703	YZ103888	YZ103973	YZ104054
YZ100905	YZ101886	YZ103596	YZ103704	YZ103889	YZ103974	YZ104055
YZ100916	YZ101895	YZ103597	YZ103705	YZ103890	YZ103976	YZ104056
YZ100937	YZ101916	YZ103598	YZ103706	YZ103892	YZ103977	YZ104058
YZ100945	YZ101934	YZ103601	YZ103707	YZ103893	YZ103979	YZ104059
YZ100948	YZ101949	YZ103602	YZ103708	YZ103897	YZ103982	YZ104062
YZ100954	YZ101960	YZ103604	YZ103709	YZ103900	YZ103983	YZ104063
YZ100974	YZ101971	YZ103605	YZ103710	YZ103905	YZ103984	YZ104064
YZ100977	YZ101973	YZ103611	YZ103711	YZ103906	YZ103985	YZ104071
YZ100986	YZ101975	YZ103612	YZ103712	YZ103907	YZ103986	YZ104072
YZ100987	YZ102042	YZ103613	YZ103713	YZ103911	YZ103987	YZ104077
YZ100994	YZ102066	YZ103614	YZ103715	YZ103912	YZ103996	YZ104078
YZ101006	YZ102071	YZ103617	YZ103716	YZ103913	YZ103997	YZ104079
YZ101034	YZ102074	YZ103618	YZ103721	YZ103914	YZ104000	YZ104081
YZ101064	YZ102079	YZ103623	YZ103727	YZ103915	YZ104001	YZ104087
YZ101109	YZ102110	YZ103624	YZ103731	YZ103916	YZ104002	YZ104092
YZ101118	YZ103503	YZ103627	YZ103734	YZ103917	YZ104003	YZ104093
YZ101126	YZ103506	YZ103628	YZ103735	YZ103918	YZ104004	YZ104094
YZ101142	YZ103516	YZ103629	YZ103738	YZ103919	YZ104005	YZ104097
YZ101145	YZ103517	YZ103631	YZ103747	YZ103921	YZ104007	YZ104105
YZ101156	YZ103518	YZ103632	YZ103764	YZ103922	YZ104008	YZ104106
YZ101172	YZ103519	YZ103635	YZ103777	YZ103923	YZ104012	YZ104109
YZ101216	YZ103521	YZ103636	YZ103782	YZ103924	YZ104013	YZ104111
YZ101224	YZ103527	YZ103643	YZ103783	YZ103925	YZ104014	YZ104114
YZ101250	YZ103528	YZ103646	YZ103784	YZ103926	YZ104015	YZ104115
YZ101261	YZ103529	YZ103647	YZ103785	YZ103928	YZ104018	YZ104119
YZ101295	YZ103530	YZ103653	YZ103803	YZ103929	YZ104019	YZ104122
YZ101299	YZ103531	YZ103656	YZ103810	YZ103931	YZ104020	YZ104123

YZ104126	YZ104259	YZ104389	YZ104519	YZ105330	YZ105774	YZ106044
YZ104127	YZ104260	YZ104390	YZ104520	YZ105343	YZ105779	YZ106045
YZ104128	YZ104264	YZ104391	YZ104523	YZ105355	YZ105781	YZ106046
YZ104132	YZ104268	YZ104392	YZ104525	YZ105364	YZ105785	YZ106048
YZ104135	YZ104269	YZ104396	YZ104526	YZ105366	YZ105796	YZ106055
YZ104136	YZ104271	YZ104399	YZ104529	YZ105374	YZ105800	YZ106056
YZ104137	YZ104272	YZ104403	YZ104530	YZ105384	YZ105805	YZ106066
YZ104138	YZ104273	YZ104406	YZ104533	YZ105392	YZ105806	YZ106067
YZ104141	YZ104274	YZ104410	YZ104536	YZ105395	YZ105814	YZ106077
YZ104143	YZ104275	YZ104411	YZ104540	YZ105398	YZ105815	YZ106082
YZ104147	YZ104276	YZ104412	YZ104543	YZ105405	YZ105819	YZ106084
YZ104148	YZ104277	YZ104413	YZ104546	YZ105410	YZ105827	YZ106106
YZ104149	YZ104278	YZ104414	YZ104549	YZ105420	YZ105830	YZ106114
YZ104150	YZ104279	YZ104415	YZ104551	YZ105422	YZ105836	YZ106120
YZ104151	YZ104280	YZ104416	YZ104552	YZ105425	YZ105841	YZ106129
YZ104152	YZ104284	YZ104417	YZ104553	YZ105436	YZ105843	YZ106134
YZ104154	YZ104289	YZ104418	YZ104554	YZ105441	YZ105855	YZ106135
YZ104155	YZ104295	YZ104421	YZ104555	YZ105443	YZ105867	YZ106136
YZ104158	YZ104296	YZ104427	YZ104556	YZ105465	YZ105885	YZ106138
YZ104159	YZ104299	YZ104432	YZ104557	YZ105473	YZ105889	YZ106141
YZ104160	YZ104300	YZ104435	YZ104560	YZ105474	YZ105891	YZ106145
YZ104161	YZ104301	YZ104436	YZ104561	YZ105489	YZ105892	YZ106148
YZ104171	YZ104302	YZ104439	YZ104562	YZ105492	YZ105903	YZ106154
YZ104172	YZ104304	YZ104449	YZ104565	YZ105526	YZ105906	YZ106157
YZ104174	YZ104305	YZ104450	YZ104569	YZ105527	YZ105912	YZ106166
YZ104185	YZ104307	YZ104453	YZ104572	YZ105543	YZ105914	YZ106170
YZ104186	YZ104309	YZ104456	YZ104573	YZ105571	YZ105915	YZ106173
YZ104187	YZ104310	YZ104457	YZ104574	YZ105581	YZ105929	YZ106174
YZ104188	YZ104311	YZ104458	YZ104575	YZ105583	YZ105942	YZ106177
YZ104191	YZ104312	YZ104460	YZ104576	YZ105584	YZ105943	YZ106179
YZ104198	YZ104313	YZ104461	YZ104579	YZ105593	YZ105944	YZ106183
YZ104199	YZ104314	YZ104464	YZ104580	YZ105614	YZ105947	YZ106193
YZ104200	YZ104315	YZ104467	YZ104603	YZ105636	YZ105951	YZ106194
YZ104201	YZ104320	YZ104468	YZ104607	YZ105640	YZ105953	YZ106196
YZ104202	YZ104323	YZ104477	YZ104610	YZ105641	YZ105958	YZ106197
YZ104203	YZ104326	YZ104479	YZ104618	YZ105648	YZ105961	YZ106198
YZ104205	YZ104334	YZ104482	YZ104625	YZ105654	YZ105974	YZ106201
YZ104206	YZ104343	YZ104483	YZ104626	YZ105670	YZ105976	YZ106203
YZ104211	YZ104346	YZ104486	YZ104633	YZ105671	YZ105986	YZ106209
YZ104212	YZ104349	YZ104488	YZ104634	YZ105674	YZ105990	YZ106211
YZ104214	YZ104350	YZ104489	YZ104640	YZ105676	YZ105993	YZ106213
YZ104215	YZ104354	YZ104496	YZ104659	YZ105682	YZ105995	YZ106216
YZ104220	YZ104355	YZ104497	YZ104719	YZ105703	YZ105996	YZ106218
YZ104226	YZ104357	YZ104498	YZ104766	YZ105705	YZ105997	YZ106222
YZ104228	YZ104360	YZ104500	YZ104897	YZ105708	YZ106000	YZ106229
YZ104235	YZ104361	YZ104501	YZ104966	YZ105718	YZ106004	YZ106233
YZ104236	YZ104362	YZ104502	YZ104992	YZ105726	YZ106006	YZ106234
YZ104237	YZ104364	YZ104503	YZ105187	YZ105731	YZ106009	YZ106237
YZ104238	YZ104365	YZ104505	YZ105188	YZ105737	YZ106010	YZ106238
YZ104240	YZ104368	YZ104506	YZ105196	YZ105745	YZ106022	YZ106239
YZ104244	YZ104372	YZ104507	YZ105230	YZ105747	YZ106026	YZ106240
YZ104247	YZ104374	YZ104515	YZ105239	YZ105751	YZ106028	YZ106243
YZ104254	YZ104375	YZ104516	YZ105242	YZ105756	YZ106038	YZ106244
YZ104258	YZ104376	YZ104517	YZ105319	YZ105758	YZ106042	YZ106245

YZ106248	YZ106536	YZ106726	YZ107093	YZ107377	YZ107586	YZ107802
YZ106254	YZ106537	YZ106730	YZ107095	YZ107382	YZ107590	YZ107805
YZ106255	YZ106540	YZ106737	YZ107097	YZ107389	YZ107591	YZ107809
YZ106257	YZ106542	YZ106741	YZ107098	YZ107392	YZ107593	YZ107811
YZ106259	YZ106544	YZ106752	YZ107101	YZ107400	YZ107597	YZ107820
YZ106260	YZ106551	YZ106757	YZ107106	YZ107406	YZ107599	YZ107821
YZ106261	YZ106552	YZ106771	YZ107110	YZ107407	YZ107601	YZ107823
YZ106263	YZ106557	YZ106772	YZ107111	YZ107415	YZ107605	YZ107825
YZ106265	YZ106561	YZ106776	YZ107117	YZ107418	YZ107611	YZ107826
YZ106277	YZ106565	YZ106783	YZ107125	YZ107420	YZ107617	YZ107828
YZ106278	YZ106569	YZ106788	YZ107128	YZ107443	YZ107619	YZ107832
YZ106286	YZ106574	YZ106800	YZ107130	YZ107446	YZ107622	YZ107838
YZ106297	YZ106575	YZ106814	YZ107133	YZ107449	YZ107623	YZ107845
YZ106302	YZ106576	YZ106830	YZ107156	YZ107452	YZ107627	YZ107856
YZ106304	YZ106583	YZ106836	YZ107157	YZ107454	YZ107630	YZ107864
YZ106313	YZ106585	YZ106863	YZ107159	YZ107458	YZ107635	YZ107866
YZ106316	YZ106590	YZ106874	YZ107172	YZ107461	YZ107639	YZ107881
YZ106329	YZ106597	YZ106899	YZ107173	YZ107463	YZ107647	YZ107892
YZ106333	YZ106606	YZ106900	YZ107177	YZ107472	YZ107652	YZ107893
YZ106346	YZ106607	YZ106905	YZ107181	YZ107475	YZ107659	YZ107896
YZ106347	YZ106609	YZ106909	YZ107196	YZ107478	YZ107663	YZ107898
YZ106356	YZ106613	YZ106922	YZ107200	YZ107485	YZ107667	YZ107914
YZ106363	YZ106616	YZ106925	YZ107217	YZ107488	YZ107675	YZ107917
YZ106364	YZ106618	YZ106938	YZ107223	YZ107496	YZ107677	YZ107924
YZ106366	YZ106619	YZ106940	YZ107230	YZ107498	YZ107684	YZ107931
YZ106375	YZ106626	YZ106944	YZ107236	YZ107500	YZ107685	YZ107935
YZ106383	YZ106633	YZ106960	YZ107239	YZ107504	YZ107694	YZ107944
YZ106385	YZ106638	YZ106969	YZ107258	YZ107507	YZ107722	YZ107947
YZ106395	YZ106641	YZ106974	YZ107260	YZ107512	YZ107727	YZ107950
YZ106428	YZ106648	YZ106982	YZ107263	YZ107515	YZ107728	YZ107953
YZ106433	YZ106657	YZ106987	YZ107269	YZ107521	YZ107741	YZ107958
YZ106459	YZ106665	YZ106991	YZ107278	YZ107528	YZ107744	YZ107961
YZ106461	YZ106671	YZ106999	YZ107282	YZ107540	YZ107754	YZ107964
YZ106464	YZ106673	YZ107001	YZ107283	YZ107542	YZ107757	YZ107966
YZ106472	YZ106675	YZ107007	YZ107285	YZ107544	YZ107759	YZ107968
YZ106479	YZ106676	YZ107014	YZ107288	YZ107547	YZ107762	YZ107970
YZ106485	YZ106682	YZ107017	YZ107305	YZ107548	YZ107770	YZ107975
YZ106486	YZ106683	YZ107020	YZ107307	YZ107555	YZ107775	YZ107976
YZ106487	YZ106688	YZ107027	YZ107321	YZ107568	YZ107778	YZ107979
YZ106494	YZ106694	YZ107049	YZ107323	YZ107571	YZ107779	YZ107983
YZ106517	YZ106710	YZ107055	YZ107332	YZ107578	YZ107789	YZ107988
YZ106519	YZ106712	YZ107063	YZ107335	YZ107579	YZ107791	YZ107997
YZ106522	YZ106715	YZ107075	YZ107344	YZ107582	YZ107794	YZ108000
YZ106524	YZ106725	YZ107082	YZ107347	YZ107585	YZ107801	



August, 1999

Dear Saturn Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that certain 2000 model year S-Series vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Regulation 581, "Bumper Standard." These vehicles were produced with rear bumper fasteners that may be loose or missing. If the bumper fasteners are loose or missing, the rear bumper may not absorb energy as it was designed to do in the event of a rear end collision.

**What Saturn will do:**

We will verify that the rear bumper beam nuts are properly tightened at no charge to you. It will take less than one hour to make the repairs, although some additional time may be required for paperwork and processing.

**What you should do:**

Contact your Saturn Retailer to arrange to have this service performed.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. However, if your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within five days, please contact the Saturn Customer Assistance Center at 1-800-553-6000 prompt 3, or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., SW, Washington, DC 20590, or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation  
00-C-06

## 00-C-06 GOODWILL WORKSHEET

As stated in the "Credit" section of this bulletin, Retailers are empowered to use good judgement regarding loaner/rental cars or other goodwill expenses that might become necessary for customer satisfaction.

Complete this worksheet and attach it to the hard copy of the Customer Service Order (CSO) to document all campaign goodwill claims submitted to Saturn.

VIN # \_\_\_\_\_

**A. Vehicle Loaner/Rental Allowance**

\$ \_\_\_\_\_

Explanation:

\_\_\_\_\_  
\_\_\_\_\_

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	Z4056	C	*

\* Not to exceed \$30 / day for 1 day

**B. Other/Goodwill Allowance**

\$ \_\_\_\_\_

Explanation (Specify what was done and why):

\_\_\_\_\_  
\_\_\_\_\_

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Other/Goodwill	WC	VC	Z4057	R	N/A

\_\_\_\_\_  
Authorized Retailer Signature

(Please copy this form as necessary)